

Comparisons of Job Characteristics

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

[Compare Knowledge](#)

[Compare Skills](#)

[Compare Abilities](#)

[Compare Detailed Work Activities](#)

[Compare Tools and Technologies](#)

<<	Focus occupation element is much lower
<	Focus occupation element is lower
0	Focus occupation element is at a similar level
>	Focus occupation element is at a higher level
>>	Focus occupation element is at a much higher level

Knowledge

Similarity of Focus Occupation to Associated Occupation: 83

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation's Key Knowledge Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Customer and Personal Service	11.3	18.4	15.5	<	Expanded education and/or training may be required
Transportation	4.6	8.0	2.7	<<	Extensive education and/or training may be required
Clerical	7.3	7.9	14.7	>>	Current knowledge level is likely more than sufficient
Geography	3.9	5.0	1.8	<<	Extensive education and/or training may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Skills

Similarity of Focus Occupation to Associated Occupation: 97

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Associated Occupation's Key Skills Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Active Listening	11.0	14.1	11.2	<	A higher skill level may be required
Service Orientation	7.9	12.8	11.0	<	A higher skill level may be required
Persuasion	7.4	10.8	7.2	<<	Extensive development of skills in this area may be required
Negotiation	6.8	9.5	7.2	<<	Extensive development of skills in this area may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Abilities		Similarity of Focus Occupation to Associated Occupation: 95			
Focus Occupation: Receptionists and Information Clerks (43-4171) Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)					
Associated Occupation's Key Abilities Elements	Average Rating, All Occupations	Associated Occupation's Rating	Focus Occupation's Rating	Evaluation of Focus Occupation	
Oral Expression	12.4	14.9	12.6	<	Some improvement in abilities may be required
Speech Recognition	9.9	14.8	11.2	<<	Extensive improvement in abilities may be required
Speech Clarity	10.2	14.0	10.1	<<	Extensive improvement in abilities may be required
Oral Comprehension	12.5	13.9	11.9	<	Some improvement in abilities may be required
Near Vision	11.1	11.1	9.3	<	Some improvement in abilities may be required
Information Ordering	9.9	10.8	7.2	<<	Extensive improvement in abilities may be required
Written Comprehension	11.0	10.8	9.7	<	Some improvement in abilities may be required
Deductive Reasoning	10.6	10.1	8.3	<	Some improvement in abilities may be required

The maximum possible rating is 25.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Activities that Both Occupations Have in Common		Similarity of Focus Occupation to Associated Occupation: 84
Focus Occupation: Receptionists and Information Clerks (43-4171) Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)		
Work Activities	Exclusivity of Activity	
Answer questions from employees or public	95	
Calculate rates for organization's products or services	77	
Collect payment	49	
Communicate with customers or employees to disseminate information	89	
Develop travel itinerary	82	
Fill out business or government forms	42	
Make travel reservations	82	
Operate business machines	68	
Use computers to enter, access or retrieve data	3	
Use telephone communication techniques	62	

Not all positions in these occupations will necessarily perform all of the listed activities. The exclusivity rating is an indication of how unique the activity is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations engage in that activity.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.

Tools and Technologies that Both Occupations Have in Common

Similarity of Focus
Occupation to Associated
Occupation: 85

Focus Occupation: Receptionists and Information Clerks (43-4171)

Associated Occupation: Reservation and Transportation Ticket Agents and Travel Clerks (43-4181)

Tools and Technologies	Exclusivity
Audio presentation and composing equipment and hardware and controllers	25
Business function specific software	1
Calculating machines and accessories	3
Call management systems or accessories	19
Computers	1
Content authoring and editing software	1
Data management and query software	1
Industry specific software	1
Information exchange software	1
Network applications software	1
Personal communication devices	2

Not all positions in these occupations will necessarily use all of the listed tools and technologies. The exclusivity rating is an indication of how unique the tool or technology is amongst all occupations. The maximum rating is 100. High scores indicate that only a small number of occupations use that tool or technology.

Source: Alaska Department of Labor and Workforce Development, Research and Analysis Section analysis of O*NET (Occupation Information Network) data.